



has an opportunity for an

**IT Support Specialist**  
Corporate Office (Laguna Hills)  
(Full-Time)

Western Youth Services is a leading expert in children's mental health and wellness solutions. As a hub of children's mental health in Orange County, we've been providing services and programs for our community for over 50 years. Our passionate and dedicated staff deliver services and programs that prevent, treat and heal our kids and families and increase their ability to live full and productive lives. If this sounds like you, and you meet the qualifications for this position, please send us your resume.

Provides technical support to staff and management through prompt resolution of all tier 1 IT and Facilities helpdesk tickets

**Responsibilities:**

- Maintains accurate system information technology supporting documentation and asset tracking/management.
- Responsible for monitoring all shared resources for usage, maintenance of Avaya phone system, etc.
- Oversees all IT and Facility inventories and logs.
- Responsible for PC/Laptop/Printer hardware procurement and deployment using SCCM, WDS, or other deployment methods.

**Minimum Qualifications:**

- Associates degree in business, Information Technology or related field preferred. Technical certifications considered in lieu of.
- One year directly related experience, with specific knowledge in helpdesk, VoIP, O365, Windows 10, and MS Office 2013/2016
- Comprehensive knowledge of IT/IS hardware and software desired.
- Working knowledge of IT/IS products, services and related industry standards required
- A high proficiency with desktop operating systems, and Electronic Medical record experience a plus
- Ability to learn and develop new skills as the needs of the Agency change
- Excellent communication and organizational skills required

**Benefits:** Comprehensive employee benefits package includes: Medical, Dental, Vision, Life Insurance, Long Term Disability and 403(b) Retirement Incentive & Savings Plan.

*Western Youth Services' Mission: Advancing awareness, cultivating success, and strengthening communities through integrated mental health services for children, youth, and families.*

*Western Youth Services is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce to maintain the excellence of Agency service to the community and to offer richly varied disciplines and perspectives.*